FORD CITY BOROUGH
P.O. Box 112 • 1000 4TH AVENUE
FORD CITY, PA 16226
PHONE: 724-763-3081
FAX: 724-763-3080
www.fordcityborough.org

CITIZEN COMPLAINT FORM

Ford City Borough welcomes residents and taxpayers to express complaints regarding non-emergency matters in the borough for borough officials to address. This form exists to document citizen complaints as well as ensure the correct departments are informed of the issues to reach a resolution. This process is designed to improve Borough conditions and services for residents of Ford City. This form shall not be utilized for complaints regarding: (i) a decision of Borough Council; (ii) internal employee complaints, (iii) matters addressed by legislation or an existing federal, state, or local law, ordinance, resolution, or regulation, and (iv) matters that are handled by tribunals, courts of law, quasi-judicial boards, etc.

If there is a matter that you would like to formally express concern about with the Ford City Borough, please fill out this form and submit it to the Ford City Borough Office. Once the office receives the form, it will be routed to the appropriate department. All forms submitted will be resolved in a timely manner.

The Borough shall handle all complaint forms and information contained therein with the utmost respect for privacy, and, unless required by law (including the Pennsylvania Right-to-Know Law), subpoena, or legal order, will make reasonable efforts to ensure that personal information contained within the complaint form is not disclosed to the public.

Person Submitting Complaint:

❑ I am a Council Member submitting this form on behalf of a constituent. Name: _____

Complainant Name: _____

Complainant Address: _____

Complainant Phone: _____

Complainant Email: _____

Details of Complaint:

Name (If possible): _____

Address: _____

Please explain in as much detail as possible the complaint you are submitting. If you have any attachments that would be helpful to us resolving your complaint, please attach them to this form.

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_____

Incomplete forms shall not be accepted. To be considered complete, the form must include (i) the complainant's name, (ii) the complainant's contact information, and (iii) a description of the complaint. Citizens and taxpayers are also encouraged to include or attach with their form any supporting documentation or evidence, if applicable.

_____

Signature Date Time

INTERNAL USE ONLY

To be completed by Borough Office Staff upon receipt:

Date Received: _____ Time Received: _____

Received by: _____ Routed to: _____

Received Via: ❑Email ❑ Mail ❑In-Person Confirmed Via: ❑Email ❑Mail ❑ In Person

Signature of Recipient: _____

Once completed form is received – Make a copy for the resident and for the citizen complaint book. **This copy shall serve as notification to the complainant to verify receipt**. The form will then need to be routed to the appropriate borough official. Once the form is in the appropriates hands and there is a response or resolution to the complaint, it will be documented below, and the concerned resident will be notified of the response within fifteen (15) business days, if able.

Response: (Attach additional pages, if necessary.)

_____
_____
_____
_____
_____
_____

_____

Signature of Respondent Date Time